

Atty. Docket No. 696.005

Amendments to the Claims:

This listing of claims will replace all prior versions, and listings, of claims in the application.

Listing of Claims:

1. (Original) A method of dynamically optimizing customer retention for a web marketing site, comprising:

specifying a permissible defunct threshold;

specifying a range of offers to be included in a set of promotions;

determining a probability that a customer will become defunct after a predetermined period of time has occurred since the last interaction of that customer with the web site; and

providing a promotion selected from the set of promotions to a customer if the probability that the customer will become defunct after the predetermined period of time has occurred since the last interaction of that customer with the web site is greater than the permissible defunct threshold.

2. (Currently Amended) The method of claim 1, further comprising

maintaining a sample population that includes characteristics associated with customers that have interacted with the web site; and

Atty. Docket No. 696.005

segmenting the sample population based on a characteristic of the customers sampled.

3. (Original) The method of claim 2, wherein the characteristic is an amount that the customers spent at the web site in the past.

4. (Original) The method of claim 1, wherein the last interaction includes accessing the web site.

5. (Original) The method of claim 1, wherein the last interaction includes making a purchase from the website.

6. (Original) The method of claim 1, wherein the selection of provided promotion is based upon maximizing predetermined criteria by optimizing an amount of discount offered in the promotion.

7. (Original) The method of claim 6, wherein optimizing is performed continuously.

8. (Original) The method of claim 6,
wherein optimizing includes sampling responses received from customers that are offered promotions of varying amounts; and
optimizing the promotion amount provided to other customers based on the optimum promotion amount discovered in the sample.

Atty. Docket No. 696.005

9. **(Original)** The method of claim 1, wherein data related to whether a customer has interfaced with the web site is stored in the database.

10. **(Original)** The method of claim 1, wherein an amount spent by a customer is stored in a database.

11. **(Original)** The method of claim 9, wherein a customer is segmented for random sampling based on the amount spent by that customer.

12. **(Original)** The method of claim 6, wherein the predetermined criteria is profit.

13. **(Original)** A program storage device readable by machine, tangibly embodying a program of instructions executable by the machine to perform method steps for dynamically optimizing customer retention for a web marketing site, said method comprising the steps of:

specifying a permissible defunct threshold;

specifying a range of offers to be included in a set of promotions;

determining a probability that a customer will become defunct after a predetermined period of time has occurred since the last interaction of that customer with the web site; and

providing a promotion selected from the set of promotions to a customer if the probability that the customer will become defunct after the predetermined period of time

Attr. Docket No. 696.005

has occurred since the last interaction of that customer with the web site is greater than the permissible defunct threshold.